

## POSITION DESCRIPTION

Position Title	Business Analyst – Care & Communications	Position Number	
Reports to	Business Solutions Manager – Care & Communications	Functional Auth	HRM Auth
Region	IT Services Centre	Date	Date
Function	Program Management Office	Signature	Signature

### Role Purpose

To develop business cases for identified project opportunities with measurable and quantifiable benefits that supports the organisations strategy. Ensure that accurate project scope, cost and budgets are put forward for each new portfolio opportunity and participate on projects to ensure that suitable processes are developed and documented to support ongoing operational activities.

### Key Challenges

- The Care Services industry is going through dramatic changes in the near term which can be difficult to keep up with.
- Working with a variety of business and project teams to deliver business cases to support organisational strategies
- Supporting projects for delivery to baselines in a challenging and evolving work environment
- Staying abreast of the new developments within the subject matter of the portfolio (Communications & Care)

### Key Result Areas

1. Business Case Development
2. Budget Preparation
3. Portfolio Management Support
4. Project Management

# Position Description

## Business Analyst– Care & Communications Portfolio

<b>1. Business Case Development</b>	
<b>Accountabilities</b>	<b>Capabilities</b>
<ul style="list-style-type: none"> <li>Development of business cases for candidate projects in the relevant portfolio including detailing project scope and developing costs are completed including modeling operational support costs</li> <li>Solution reviews of candidate projects are facilitated to ensure that project scope, cost, schedule and business benefits can be achieved</li> <li>Effective relationships are built and maintained with business sponsors and owners to facilitate the definition of requirements and acceptance of appropriate proposed solutions</li> </ul>	<ol style="list-style-type: none"> <li>Demonstrates a depth of knowledge and skill in the subject matter area and keeps informed about developments within the portfolio area</li> <li>Demonstrates an ability to gather detailed information from multiple and disparate sources</li> <li>Demonstrates an understanding of solutions within the portfolio area and the ability to interpret information about proposed solutions</li> <li>Demonstrates an ability to write documents using business language which is concrete, specific and tailored to effectively reach the intended audience</li> <li>Demonstrates an ability to develop, maintain and strengthen partnerships both inside and outside the organisation that can provide information, assistance and support</li> <li>Demonstrates an ability to plan written communications that impact and persuade the target audience and to identify and present information or data that will have a strong effect on others</li> </ol>
<b>2. Budget Preparation</b>	
<b>Accountabilities</b>	<b>Capabilities</b>
<ul style="list-style-type: none"> <li>Financial budget preparation is coordinated for projects in the relevant portfolio</li> <li>Budgets are developed for new projects within the portfolio</li> <li>Budgets are accurate and are produced in a timely manner</li> </ul>	<ol style="list-style-type: none"> <li>Demonstrates an understanding of resource planning and macro scheduling</li> <li>Demonstrates a good understanding of budget development and is able to translate candidate project outlines to a working budget</li> <li>Demonstrates an ability to draw out from others an understanding of the complete solution and the associated costs both project and operational</li> <li>Demonstrates the ability to develop cost models for projects making appropriate assumptions where incomplete information is available</li> <li>Demonstrates an ability to engage in cross functional dialogue and decision-making and understand the link from spending to return on investment</li> <li>Demonstrates the ability to deliver a quality outcome within a defined timeframe</li> <li>Demonstrates an ability to provide information that is complete, accurate and well supported</li> </ol>
<b>3. Portfolio Management Support</b>	
<b>Accountabilities</b>	<b>Capabilities</b>
<ul style="list-style-type: none"> <li>Standard processes are developed to support the evaluation of candidate projects to ensure that these support the organization's strategy</li> <li>The development of project briefs are contributed to for projects in the concept stage and assistance provided for the assessment of</li> </ul>	<ol style="list-style-type: none"> <li>Demonstrates an ability to develop processes using a logical and systematic approach</li> <li>Demonstrates an ability to anticipate implications and consequences of situations and impact on individuals and groups and plan accordingly</li> <li>Demonstrates an understanding of the benefits realisation process and an ability to contribute effectively to this process</li> <li>Demonstrates an ability to consider different causes of a problem and weigh costs, benefits, risks and chances for</li> </ol>

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<p>candidate projects for selection</p> <ul style="list-style-type: none"> <li>Data relating to the current operating environment relevant to the portfolio area is collected and interpreted</li> <li>The development of change and communications plans is contributed to in support of the portfolio</li> <li>Change management and communication activities are executed relating to the portfolio including survey of user experience</li> <li>Post implementation reviews are contributed to in order to validate internalization of solution to achieve realization of benefits (undertake root cause analysis)</li> </ul>	<p>successes before making a recommendation</p>
<p><b>4. Project Management</b></p>	
<p><b>Accountabilities</b></p>	<p><b>Capabilities</b></p>
<ul style="list-style-type: none"> <li>Business requirements &amp; technical specifications developed</li> <li>Processes for production selection &amp; Requests for Tender (RFT) are supported</li> <li>Participates in the selection process for new solutions, including the definition of selection criteria</li> <li>Project Management of feasibility phase is undertaken successfully</li> <li>Contribution is provided to the development of project plans and schedules</li> <li>Contribution is provided to impact analysis of projects which supports project change and communications planning and change readiness across the organization, functions and individuals</li> <li>Support is provided to projects to define and document business or technical processes</li> </ul>	<ol style="list-style-type: none"> <li>Demonstrates an understanding and application of Project Management models and tools</li> <li>Demonstrates an ability to scope and plan project initiation and feasibility phase</li> <li>Demonstrates an understanding and application of risk management</li> <li>Demonstrates an understanding of Organizational change management methods, models and disciplines</li> <li>Demonstrates the ability to work cooperatively with others to support the development of robust and innovative solutions</li> <li>Demonstrates the ability to use questioning to draw information from others and actively seek knowledgeable people from whom to obtain information</li> <li>Demonstrates the ability to translate technical jargon into easily understood information for non IT stakeholders</li> </ol>

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Business Analyst– Care & Communications Portfolio

Person Specification		
<b>Professional Experience</b>	<ul style="list-style-type: none"> <li>▪ Experience in defining project scope, writing business cases and proposals in an environment of distributed autonomy</li> <li>▪ Experience in developing business requirements &amp; technical specifications</li> <li>▪ Previous experience in writing IT solution business cases for submission to Governance groups</li> <li>▪ Experience in developing project budgets including total cost of ownership (capital, implementation costs and ongoing operational costs)</li> <li>▪ Understanding project management principles</li> <li>▪ Understanding business and industry direction</li> <li>▪ Advanced communication skills to team and governance groups</li> <li>▪ An understanding of project delivery &amp; acceptance processes, preferably within a Health or Ageing environment</li> <li>▪ Broad experience in industry trends to ensure solutions will provide business with forward compatible, scalable and flexible solutions</li> <li>▪ Experience in mapping business processes and achieving process improvement in conjunction with systems implementation</li> </ul>	<p><i>Desirable</i></p> <ul style="list-style-type: none"> <li>• Experience in Communication systems</li> <li>• Experience in Care Systems</li> <li>• Experience in Care and related fields</li> </ul>
<b>Education/ Academic Qualifications</b>	<ul style="list-style-type: none"> <li>• Possess a suitable / relevant tertiary qualifications in Finance OR relevant professional experience</li> </ul>	<p><i>Desirable</i></p> <ul style="list-style-type: none"> <li>• Possess a suitable / relevant tertiary qualifications in HR OR relevant professional experience</li> </ul>
<b>Key Working Relationships</b>	<p>The Business Analyst – Communications &amp; Care Portfolio will form key relationships with people in the following roles:</p> <ul style="list-style-type: none"> <li>• Director Care Services Policy &amp; Planning – UnitingCare Ageing</li> <li>• Manager, Community Care, UnitingCare Ageing</li> <li>• Director Corporate Finance &amp; Strategy – UnitingCare Ageing</li> <li>• Risk Manager, UnitingCare Ageing</li> <li>• Property &amp; Asset Manager, UnitingCare Ageing</li> <li>• Director Communications, UnitingCare</li> <li>• Director People, Learning &amp; Culture UnitingCare Ageing</li> </ul>	<p><i>External</i></p> <ul style="list-style-type: none"> <li>• Vendors</li> <li>•</li> <li>•</li> </ul>

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	<ul style="list-style-type: none"> <li>• Manager, Learning &amp; Development, UnitingCare Ageing</li> <li>• Manager, Inspired Staff, UnitingCare Ageing</li> <li>• Program Manager</li> <li>• Business Solutions Manager</li> </ul>	
<b>Direct Reports:</b>		
<b>Occupational Health, Safety and Welfare Requirements</b>	<ul style="list-style-type: none"> <li>• All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision.</li> </ul>	
<b>UnitingCare Ageing Expectations</b>	<p>All staff are expected to:</p> <ul style="list-style-type: none"> <li>• At all times to abide by the terms and conditions contained in the policies and procedures of the employer and the Uniting Church in Australia Synod of NSW and the ACT Employment Policy and Procedures Manual</li> <li>• Align their work with the Vision, Mission, Values &amp; Strategic Directions of UnitingCare</li> <li>• Contribute to the efficient and effective functioning of their team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Ethical Behaviour, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's manager;</li> <li>• Participate in the Performance Development Review Process which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to UnitingCare.</li> <li>• Perform their responsibilities in a manner which reflects and responds to a focus on continuous improvement</li> </ul>	
<p><b>OTHER RELEVANT INFORMATION</b>            This position description is indicative of the range of job requirements.</p> <ul style="list-style-type: none"> <li>• The job comprises other accountabilities as required.</li> <li>• It is the responsibility of all employees to ensure they behave in a way that is consistent with the company's Code of Ethical Behaviour, Values, and its policies and procedures.</li> </ul>		

**Incumbent's Name:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

**Manager's Name:** John Fraser  
**Signature:** \_\_\_\_\_  
**Date:** \_\_\_\_\_